

**Indiana Utility Regulatory Commission  
Communications Division  
Telephone Terms and Acronyms**

## **Telephone**

AOS – Alternative Operator Service  
BTS – Basic Telecommunications Service  
CETCs - Competitive Eligible Telecommunications Carriers  
CLEC – Competitive Local Exchange Carrier  
CMRS- Commercial Mobile Radio Service  
CTA – Certificate of Territorial Authority  
CWA – Communications Workers of America  
ETC – Eligible Telecommunications Carrier  
FCC – Federal Communications Commission  
HEA – House Enrolled Act  
ICTA – Indiana Cable Telecommunications Association  
ILAP – Indiana Lifeline Assistance Program  
ILEC – Incumbent Local Exchange Carrier  
ITU – International Telecommunication Union  
IUSF – Indiana Universal Service Fund  
LATA- Local Access Transport Area  
LD- Long Distance  
NANPA – North American Numbering Plan Administrator  
NCTA – National Cable and Telecommunications Association  
NPA-Numbering Plan Area  
OUCC – Office of Utility Consumer Counselor  
PIC- Primary Inter-exchange Carrier  
POLR – Provider of Last Resort  
PSTN – Public Switched Telephone Network  
RCC-Radio Common Carrier  
RFP – Request for proposals  
RLECs – Rural Incumbent Local Exchange Carriers  
TA-96 –Telecommunications Act of 1996  
UNEs – Unbundled Network Elements  
UNE-P-Unbundled Network Element Platforms  
USAC – Universal Service Administrative Company  
USF – Universal Service Fund  
VoIP – Voice over Internet Protocol  
WATS-Wide Area Telephone Service

## Telephone Terms

**Access Charges:** Charges designed to compensate local exchange carriers for the maintenance and operation of the local exchange network after the break up AT&T in 1984 in the Modified Final Judgment and take two forms: 1) an end user access charge, also known as Subscriber Line Charge appears on the customer's bill as a separate line item; 2) carrier access charges are paid by interexchange carriers to local exchange carriers when they connect to their local networks. Such charges are determined by tariffs subject to state or federal approval depending upon the intrastate or interstate nature of the call.

**Alternative Operator Service (AOS):** Carriers that provide operator services typically consist of a call center, but do not necessarily have their own facilities. AOS providers often provide operator services for payphones and inmate facilities.

**Area Code Overlay:** A method used to relieve area code exhaust. A new three-digit area code is associated with the same geographic boundaries of an existing area code. Because the same seven-digit telephone numbers could then be assigned out of each area code, local calls are required to be dialed with 10-digits.

**Area Code Split:** A method used to relieve area code exhaust. The geographic area that uses the area code is split in two and a different area code is assigned to part of the geographic area while the other area keeps the existing area code.

**Basic Telecommunications Service:** A term used in HEA 1279 to distinguish between telecommunication services regulated until June 30, 2009 and services that were unregulated on or before March 27, 2006. Basic Telecommunications Service is defined as stand alone telephone exchange service that is provided to a residential customer through the customer's primary line; is the sole service purchased by the customer; is not a part of a package, promotion, or contract; and, not otherwise offered at a discounted price.

**Bundled Resale of Local Exchange:** Competitive local exchange carriers sometimes compete by reselling the services of the incumbent local exchange carrier (ILEC) in this form. They purchase the services of the ILEC at wholesale rates hoping to resell them to retail customers at a profit. Each of Indiana's three large ILECs offer wholesale discounts to competitive carriers.

**Communications Service Provider:** A term used in HEA 1279 that means a person or entity that offers communications services to customers in Indiana, without regard to the technology or medium used by the person or entity to provide the communications service.

**Cooperative:** A business entity similar to a corporation, except that ownership is vested in members rather than stockholders and benefits are in the form of products or services rather than profits.

**Cramming:** A practice in which customers are billed for unexpected and unauthorized

telephone charges or services. Refers to the fact that the charges are crammed into the telephone bill in an inconspicuous place so the charges go unnoticed by the customer.

**Eligible Telecommunications Carrier (ETC):** A common carrier eligible to receive universal service support. An ETC is required to offer services that are supported by the Federal universal support mechanisms either using their own facilities or a combination of its own facilities and resale of another carrier's services. State commissions are responsible for the designation of ETCs.

**Facilities-based Interexchange:** A carrier that offers facilities-based interexchange deploys their own tandems and/or trunks as opposed to purchasing blocks of time from other interexchange carriers and reselling the services to retail customers.

**Facilities-based Local Exchange:** A carrier that offers facilities-based local exchange may construct and deploy their own networks or they may rely on unbundled network elements (UNEs) from incumbent local exchange carriers or a combination of the two.

**Indiana Lifeline Assistance Program (ILAP):** A State program required in HEA 1279 for the purpose of offering reduced charges for basic telecommunications services to eligible customers (customers with income that falls within 150 percent of the Federal Poverty Guidelines or participates in certain assistance programs, such as Medicaid, food stamps, etc). HEA 1279 requires the Commission to adopt rules for the program no later than July 1, 2008 and the program must take effect no later than July 1, 2009.

**Joint Board:** Also known as the Federal-State Joint Board, instituted by the Federal Communications Commission to recommend changes of any of its regulations in order to implement section 214(e) of the Telecommunications Act of 1996, including the definition of services that are supported by the Federal universal service support mechanisms.

**Mandatory Number Pooling:** Requires carriers to share a pool of numbers with the same exchange. Without number pooling each competitive local exchange carrier is assigned an entire exchange or 10,000 block of phone numbers, which may not all be needed. With number pooling exchanges can be broken down into blocks of 1,000, as known as Thousand Block Number Pooling.

**Multi-Association Group Order (MAG Order):** A Federal Communications Commission Report and Order adopted October, 2001 which prescribed access charge reform measures that affected small, rural incumbent local exchange carriers.

**Quadruple Play:** A service bundle that includes high speed data, telephony, television and wireless communications services.

**Slamming:** The practice of switching a telephone customer's long distance or local service provider without obtaining permission from the customer.

**Tariff:** Compilation of all effective rate schedules for a company, along with general terms and conditions of service.

**Triple Play:** A service bundle that includes telephony, high-speed Internet access and television.

**Unbundled Network Elements (UNEs):** The Telecommunications Act of 1996 required that independent local exchange carriers unbundled their network elements to make them available to competitive local exchange carriers on the basis of incremental costs.

**Universal Service:** A policy to keep local rates low and encourage every household to have a telephone.

**Voice over Internet Protocol (VoIP):** Technology used to transmit voice conversations over a data network using the Internet Protocol. Such data network may be the Internet or a corporate Intranet.